



**Division of Technology Services**  
DEVELOPMENT AND APPLICATION SUPPORT

# DART Incident Reporting

## DDRS User Guide



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# 1. Incident Reporting

Incident Reporting is a tool in the DART product that you can use to process Incident reports (IRs) and [Follow-Up](#) reports (FURs) that are created in the [Incident and Follow-Up Reporting \(IFUR\) Tool](#).

## 1.1. Disclaimer

This user guide is intended to provide information about the user interface, features, and functionality available in the DART Incident Reporting tool. This user guide does NOT attempt to establish or provide agency policies or procedures. Any user or workflow procedure discussed in this user guide is a recommendation of the best practice to employ and does not supersede any existing agency policies or procedures.

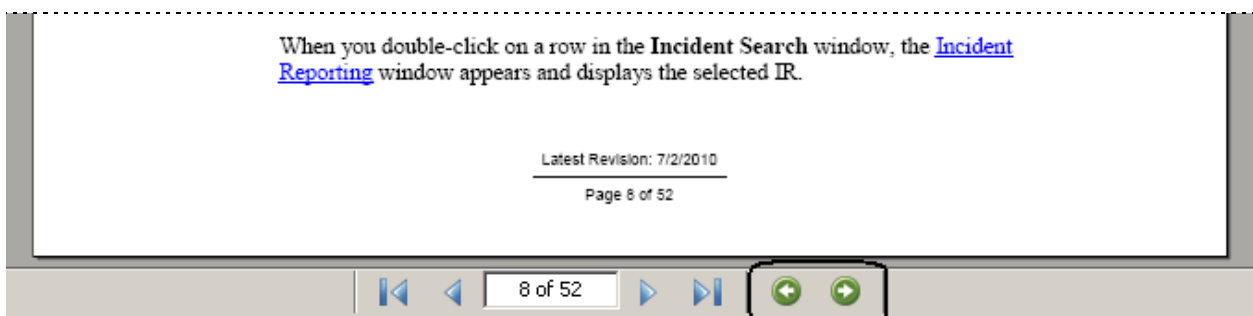
## 1.2. Product Support

If you encounter a problem with this product, or if you have a question or recommendation regarding this user guide, send an email to the Development and Application Support (DAS) team at [DTS-DAS@fssa.in.gov](mailto:DTS-DAS@fssa.in.gov). A member of the DAS Help Desk team will contact you to address the issue.

## 1.3. How to Use this User Guide

This user guide is best viewed in the [Adobe Reader](#) product, so that you can use the included [hypertext links](#) to move between important sections of the document. For example, if you encounter a step in a procedure that states, “Proceed to [Step ##](#) of the \_\_\_\_\_ procedure,” the intent is to redirect you to a step in a different procedure.

Another use for linked text is to provide expounding information about a related topic. With this type of link, you follow the link, read the information provided, and then (most likely) return to the previous topic or procedure. You can use the following buttons at the bottom of the **Adobe Reader** window to easily move back to a previous topic, or forwards to a previously followed link:

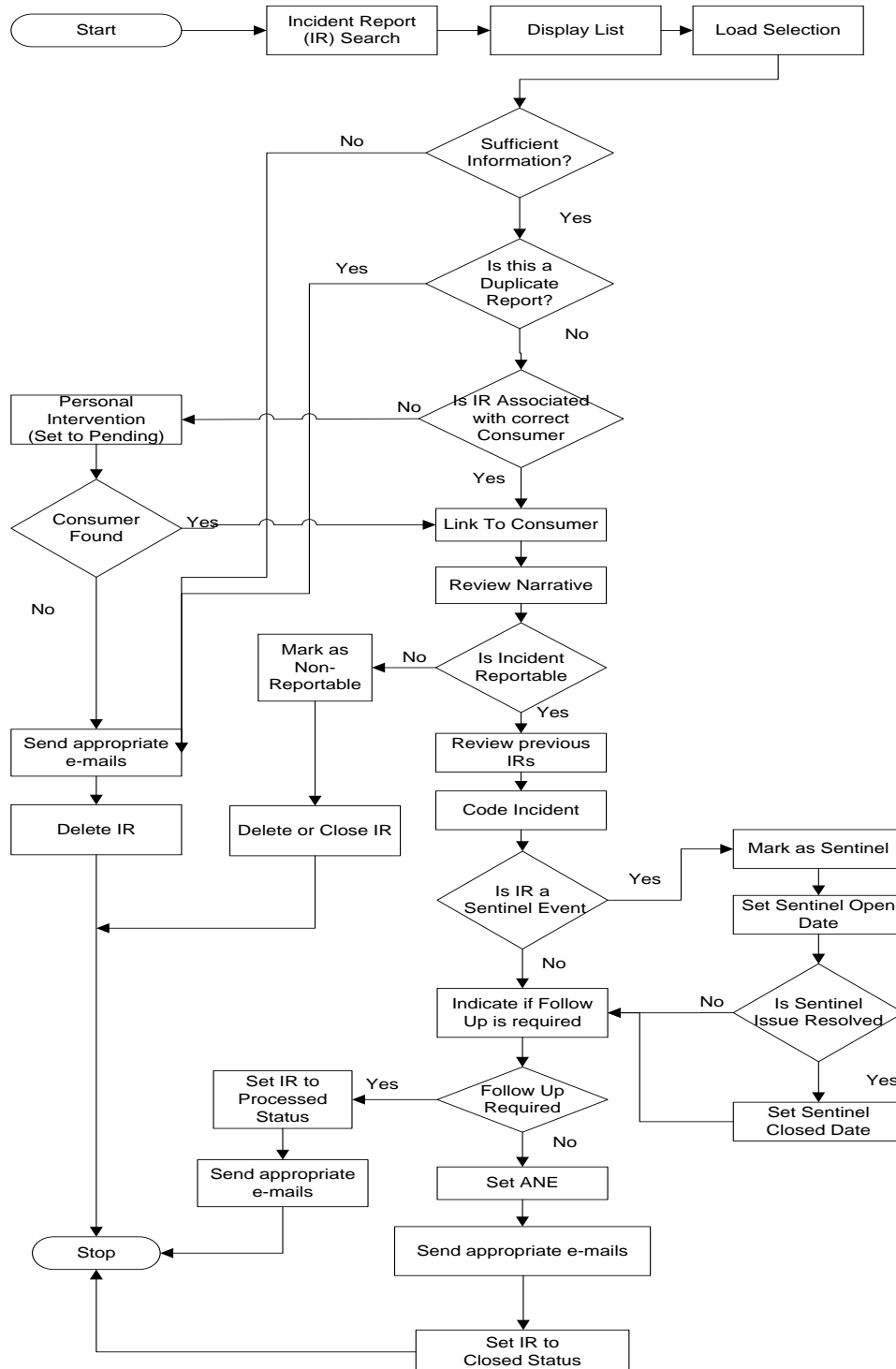


## 1.4. Glossary, Abbreviations, and Acronyms

Term	Definition
<b>ANE</b>	Abuse, Neglect, and Exploitation
<b>Associated</b>	Refers to a FUR that has been submitted through the IFUR tool, yet has not been <a href="#">linked</a> to an IR. The DART Incident Reporting tool has identified the FUR as a possible match with an existing IR, and combined, or <i>associated</i> , the two reports in the <b>DDRS Incident Reporting</b> window.
<b>Control</b>	A user interface tool that permits the user to manipulate the data on the tab, window, or section. For example, text boxes, drop-down lists, radio buttons, and check boxes are all considered controls.
<b>DA</b>	Division of Aging
<b>DD</b>	Developmentally Disabled
<b>DDRS</b>	Division of Disability & Rehabilitative Services
<b>DOB</b>	Date of Birth
<b>DOP</b>	Death of Person
<b>FUR</b>	Follow-Up report
<b>Hypertext Link</b>	A hypertext link is indicated by blue underlined text, and permits the user to follow the link to the designated section of the user guide, to another document, or to a website.
<b>Indicator</b>	A read-only field that displays information about the IR. Usually, indicators show information that was entered by using a different tab, window, section, or application.
<b>IR</b>	Incident report
<b>MRC</b>	Mortality Review Committee
<b>PRN</b>	Pro re nata – Indicates that medication was given to or provided to a consumer on an as needed basis.
<b>SSN</b>	Social Security Number
<b>Sentinel Event</b>	An unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase, "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Such events are called "sentinel" because they signal the need for immediate investigation and response.

## 2. Initial Incident Report Processing Flow Chart

You can use the DART Incident Reporting tool to process Incident reports (IRs) and [Follow-Up](#) reports (FURs) that are created in the [Incident and Follow-Up Reporting \(IFUR\) Tool](#). The following flow chart shows the workflow for processing an IR:



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## 2.1 Accessing the IR Tool and Displaying an Incident Report

As described in the first few steps of the Initial Incident Report Processing [flow chart](#), you must first access the DART Incident Reporting tool and display the desired IR. Use the following procedure to accomplish this task:

1. Log in to the DART product.
2. On the main screen, select the **Incident** button. The system displays a blank [DDRS Incident Reporting](#) window.
3. Select **Search > Incident Reports** from the [Menu bar](#). The **Incident Search** window appears and displays a list of currently submitted IRs, as shown in the following illustration:

The screenshot shows the 'Incident Search' window with a search filter section at the top and a table of incident reports below. The search filter section includes fields for SSN, Last Name, First Name, Reviewer, Status (set to 'Submitted'), IR Number, and checkboxes for 'Pending' and 'Sentinel'. A 'Search' button is also present. The table below has columns: Status, SSN, Last Name, First Name, Date Received, Date Of Incident, Reviewer, IR Number, Pending, DOP, Sentinel, and Set Clo. The table lists 15 incident reports, all with a status of 'Submitted'. The first few rows show incidents for Thompson, Henry, and Aberegg-Flatt. The bottom of the window shows '500 + Incidents Found' and buttons for 'Back', 'Next', 'Open', and 'Close'.

Status	SSN	Last Name	First Name	Date Received	Date Of Incident	Reviewer	IR Number	Pending	DOP	Sentinel	Set Clo
Submitted		Thompson	Henry	7/19/2010 4:01 PM	7/19/2010 4:00 PM		319230	N	N	N	N
Submitted		THOMPSON	HENRY	7/19/2010 4:01 PM	7/19/2010 4:00 PM		319234	N	N	N	N
Submitted		Thompson	Henry	7/19/2010 4:01 PM	7/19/2010 4:00 PM		319324	N	N	N	N
Submitted		Aberegg-Flatt	Joseph	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319196	N	N	N	N
Submitted		Abbott	Robbie	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319197	N	N	N	N
Submitted		Aberegg-Flatt	Joseph	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319199	N	N	N	N
Submitted		ABEREGG-FLATT	JOSEPH	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319200	N	N	N	N
Submitted		Aberegg-Flatt	Joseph	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319201	N	N	N	N
Submitted		Aberegg-Flatt	Joseph	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319202	N	N	N	N
Submitted		Aberegg-Flatt	Joseph	7/19/2010 1:09 PM	7/18/2010 10:00 PM		319217	N	N	N	N
Submitted		White	Aaron	7/17/2010 11:21 ...	7/17/2010 9:00 AM		319155	N	N	N	N
Submitted		WHITE	AARON	7/17/2010 11:21 ...	7/17/2010 9:00 AM		319156	N	N	N	N
Submitted		White	Aaron	7/17/2010 11:21 ...	7/17/2010 9:00 AM		319157	N	N	N	N
Submitted		White	Aaron	7/17/2010 11:21 ...	7/17/2010 9:00 AM		319213	N	N	N	N

4. Locate the desired IR and double-click on the row that contains it. The **DDRS Incident Reporting** window appears and displays the selected IR. If the desired IR does not initially appear on the list, you can:
  - a. Click a column header to sort the information by that column. For example, clicking the **Last Name** column header arranges the entire list by last name in ascending order, which might make it easier to locate the IR you need. Clicking **Last Name** again sorts the list by last name in descending order.
  - b. Redefine the search by selecting **Clear Filters** and then changing one or more of the search parameter fields at the top of the **Incident Search** window. The more information you provide, the more accurately the system can perform the search.
  - c. Click the **Next** and **Back** buttons at the bottom of the **Incident Search** window if your search yields more than 500 Incident reports.



### 3. The DDRS Incident Reporting Window

The **DDRS Incident Reporting** window displays the contents of a selected [IR](#), and contains the following main elements:

- [Title bar](#)
- [Menu bar](#)
- [Consumer record fields](#)
- [Incident reporting tabs](#)
- [Command buttons](#)

The following illustration shows an example of the **DDRS Incident Reporting** window and calls out the major window elements:

The screenshot shows the 'DA Incident Reporting - 319008' window. On the left, callouts point to various components: 'Title Bar' points to the window title; 'Menu Bar' points to the 'Search Reports Supervisor Help' menu; 'Consumer Record Fields' points to the input fields for consumer information; 'Incident Reporting Tabs' points to the 'Incident Details' tab; and 'Command Buttons' points to the 'Save' and 'Cancel' buttons at the bottom right.

**Consumer Record Fields:**

Last Name: WAYNE	SS #: 0000000000	Address: 0000000000000000	Waiver:
First Name: THOMAS	DOB: 05/06/1961	City: EVANSVILLE	Provider at time of incident:
Middle Name: J	Keyfield: 0000000000	State: IN	Zip: 47715

**Incident Reporting Tabs:**

Incident Details | Informed | Narratives | Coding | Email | Consumer History | Follow-Up

**IFUR Incident:**

Date/Time: 9/14/2009 7:30:00 AM DOP: No Create MRC  
 Date of Knowledge: PRN: No Duplicate...  
 Duplicate of IR: N/A

**IFUR Consumer:**

Name: Thomas Wayne SSN: 0000000000  
 Address: 0000000000000000 Gender: M  
 Evansville, In 47715 DOB: 05/06/1961 Link Consumer...

**IFUR Submitted By:**

Date Submitted: 9/14/2009 10:37:20 PM  
 Name: Allen Grayson  
 Position: Employment Specialist  
 Phone: (812) 459-2114  
 Extension:   
 Email: allen.grayson@evansvillearc.org  
 Reporting Agency: EVANSVILLE ARC, INC.

**Incident Status:** Submitted  
 Processed Date: 9/14/2009 10:48:09 PM  
 Deleted Date:   
 Date Closed:   
 Primary Funding Source: A&D WAIVER  
 Where Occurred: Community Job  
 Where Occurred Other:   
 Follow-Up:   
 Person Responsible:   
☐ Sentinel:   
☐ Sentinel Closed By:   
☐ Sentinel State Reviewed:   
 ANE:   
☐ Non-Reportable  
☐ Recipient Financial Transaction Review (RFTR)  
☐ Pending

**Command Buttons:** Save Cancel

#### 3.1 Title Bar

The Title bar contains the **DDRS Incident Reporting** window name and displays the number for the selected IR.

#### 3.2 Menu Bar

The Menu bar contains menus that you can use to manage IRs in the **DDRS Incident Reporting** window. When you select a menu from the Menu bar, a list appears that contains the menu items that you can select.

The Menu bar provides the following menus:

- Search
- Reports
- Supervisor
- Help

### 3.2.1 Search Menu

The **Search** menu provides the following items:

<b>Incident Reports</b>	Select this menu item to display the <b>Incident Search</b> window, which you can use to locate an IR by using one or more search parameters.
<b>Follow-Up Reports</b>	Select this menu item to display the <b>Follow-Up Search</b> window, which you can use to locate a FUR by using one or more search parameters.

### 3.2.2 Reports Menu

The **Reports** menu provides the following item:

<b>Incident Print</b>	Select this menu item to display the <b>IncidentPrint</b> window, which contains a copy of the preview IR that appeared in the IFUR tool when the reporter submitted the IR. The toolbar in the IncidentPrint window includes tools that you can use to navigate to a different page, print, and export the preview IR.
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### 3.2.3 Supervisor Menu

(Requires login under the Supervisor role) The **Supervisor** menu provides the following items:

<b>Email Administration</b>	Select this menu item to display the <b>Email Administration</b> window, which you can use to maintain the email templates that the system uses when sending one or more emails as a result of normal IR or FUR processing.
<b>QA Notes</b>	Select this menu item to display the <b>New Narrative / Edit Narrative</b> window, which you can use to record notes (for example, comments, questions, or observations) about the IR. The window is called <b>New Narrative</b> before any notes are added, and changes to <b>Edit Narrative</b> after you save one or more notes.

### 3.2.4 Help Menu

The **Help** menu provides the following items:

<b>User Guide</b>	Select this menu item to display the <b>Incident Reporting</b> document library, which contains DA and DDRS versions of the <i>DART Incident Reporting User Guide</i> PDF files.
<b>About</b>	Select this menu item to display the <b>About IR</b> window, which provides version and copyright information about the DART Incident Reporting tool.

### 3.3 Consumer Record Fields

The consumer record fields display a consumer's DART account information after you link the IR to the consumer. If you display an IR that has not been linked, the consumer record fields appear blank.

### 3.4 Incident Reporting Tabs

The [incident reporting tabs](#) provide the tables and [controls](#) that you use to [process](#) the currently displayed IR.

This section also displays the [Follow-Up](#) tab when you open a FUR for [processing](#).

### 3.5 Command Buttons

The Command buttons include the **Save** and **Cancel** buttons, and usually appear in the lower right portion of each incident reporting tab and in separate windows. Initially, the Command buttons are deactivated and unusable, and become activated after you make the first acceptable change on the tab or in the window.

Use the following Command buttons:

<b>Save</b>	To save the changes you have made on the current incident reporting tab or in a window. You cannot move to another tab or out of the window until you have either saved or canceled your changes.
<b>Cancel</b>	To cancel the changes you have made on the current incident reporting tab or in a window. You cannot move to another tab or out of the window until you have either saved or canceled your changes.

## 4. Incident Reporting Tabs

As mentioned in the previous section, the incident reporting tabs provide the fields, tables, and buttons that you use to process the currently displayed [IR](#). The **DDRS Incident Reporting** window contains the following incident reporting tabs:

- [Incident Details](#)
- [Coding](#)
- [Informed](#)
- [Email](#)
- [Narratives](#)
- [Consumer History](#)

### 4.1 Incident Details Tab

When you select an IR from the **Incident Search** window, the system displays the **Incident Details** tab by default. The following illustration shows an example of the **Incident Details** tab:

**Incident Details**

**IFUR Incident**

Date/Time: 6/6/2010 5:28:00 AM DOP: No [Create MRC](#)

Date of Knowledge: 06/03/2010 PRN: No [Duplicate...](#)

Duplicate of IR: N/A

**IFUR Consumer**

Name: Jamie Faber SSN:

Address:  Gender: F DOB: 05/26/1982 [Link Consumer...](#)

**IFUR Submitted By**

Date Submitted: 6/7/2010 2:23:10 PM

Name: Jose Jimenez

Position: QMRP

Phone: (317) 349-2367

Extension:

Email: jose.jimenez@fssar.in.gov

Reporting Agency: LAFAYETTE HOME HOSPITAL

**Incident Status:**

**Processed Date:** 6/19/2010 9:33:08 PM

**Deleted Date:**

**Date Closed:** 07/06/2010

**Primary Funding Source:**

**Where Occurred:**

**Where Occurred Other:**

**Follow-Up:**

**Person Responsible:**

☐ **Sentinel:**

☐ **Sentinel Closed By:**

☐ **Sentinel State Reviewed:**

**ANE:**

☐ Non-Reportable

☐ Recipient Financial Transaction Review (RFTR)

☐ Pending

[Save](#) [Cancel](#)

The left side of the **Incident Details** tab contains several [indicator](#) fields that provide background information about the IR, and buttons that you can use to:

- [Create](#) an MRC record
- [Duplicate](#) an IR
- [Link](#) the IR to a consumer

### 4.1.1 Creating an MRC Record

To create an MRC record, the following conditions must be satisfied for the IR:

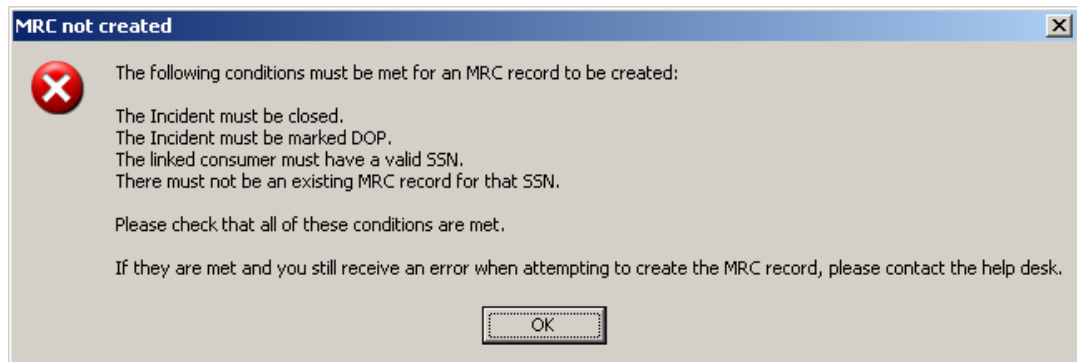
- The **DOP** indicator is set to **Yes** in the **IFUR Incident** section of the **Incident Details** tab
- The **Narratives** tab displays a **Death** sub-tab, which contains the details about the DOP
- The IR is linked to a consumer with a valid SSN
- An MRC record for the consumer's SSN does NOT already exist
- The IR is [closed](#)

After ensuring that these conditions have been met, perform the following steps:

1. Select the **Create MRC** button in the **IFUR Incident** section of the **Incident Details** tab. If the system is able to create the MRC record, a message appears indicating success.
2. Click **OK** in the success message.
3. Use the **Email** tab to [send](#) the **NOTIFICATION OF DEATH OF PERSON** email to the designated recipients.

#### Important

If the system is unable to create an MRC record in Step 1, an alert message similar to the following example appears:



- a. Click **OK**.
- b. Attempt to correct the unsatisfied conditions that were identified in the message.
- c. Select the **Create MRC** button again. If the alert message appears again and you have satisfied all of the conditions, contact the [DAS Help Desk](#).

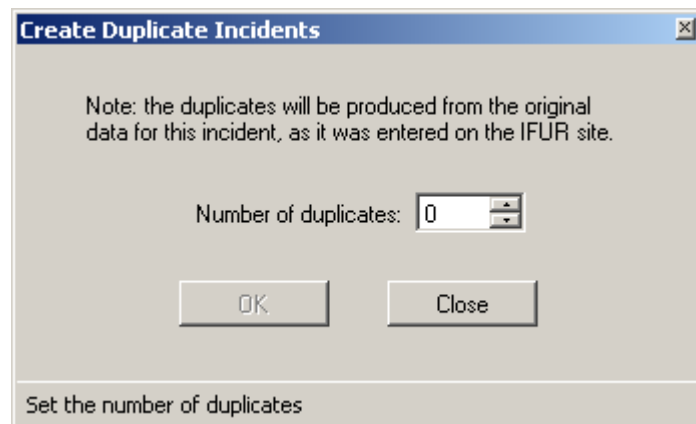
### 4.1.2 Duplicating an Incident Report

To duplicate an IR, the following conditions must be satisfied:

- The IR was submitted via the IFUR tool and received by the new DART Incident Reporting tool (for example, migrated IRs that used to appear in the previous incident reporting system cannot be duplicated)
- The IR is the original report received by the system (for example, you cannot duplicate a duplicated IR)
- The IR is in either the Submitted, Processed, or Closed status – you cannot duplicate an IR in Deleted status

After ensuring that these conditions have been met, perform the following steps:

1. Select the **Duplicate** button in the **IFUR Incident** section of the **Incident Details** tab. The **Create Duplicate Incidents** window appears, as shown in the following illustration:



2. Enter the number of desired duplicate reports in the **Number of duplicates** field.
3. Click **OK**.
4. The “Duplicates created successfully” message appears at the bottom of the window.
5. Click **Close**.

#### Important

After you click **Close**, the system saves the new duplicated IRs in the Submitted status, regardless of the status of the original IR. For example, if you create one or more duplicates of an IR in the Closed status, you must search for the duplicated IRs on the Submitted list in the **Incident Search** window.

### 4.1.3 Working with Duplicated Incident Reports

Use the following guidelines and information when working with [duplicated](#) IRs:

- To locate one or more IRs that you duplicated, use the [Incident Search](#) window. The system assigns a unique IR number in the **IR Number** column to each duplicated IR. The system also copies this unique IR number to the **DuplicateIncidentReportID** database field for each duplicate report, so that you can pull this field information into system reports later.
- The system saves a duplicated IR in the Submitted status, regardless of the status of the original IR that was used to create it. For example, if you create one or more duplicates of an IR in the Closed status, you must search for the duplicated IRs on the Submitted list in the **Incident Search** window.
- If the original IR was in the Submitted status, the duplicated IRs will appear with the original IR on the Submitted list, in similar fashion to the example shown in the following partial illustration:

Status	SSN	Last Name	First Name	Date Of Incident	Reviewer	IR Number	Pending
Submitted	3	Asher	Darrell	6/23/2010 10:56 PM		267829	N
Submitted	3	Asher	Darrell	6/23/2010 10:56 PM		267830	N
Submitted	3	Asher	Darrell	6/23/2010 10:56 PM		267825	N
Submitted	3	Roth	Bob	6/23/2010 9:00 PM		267828	N
Submitted	3	Smith	William	6/23/2010 10:00 AM		267810	N
Submitted	3	John	Lucas	6/23/2010 7:30 AM		267813	N

- When you open a duplicated IR, the system displays the ID of the original IR record in the **IFUR Incident** section of the **Incident Details** tab, as shown in the following partial illustration:

Incident Details | Informed | Narratives | Coding | Email | Consum

IFUR Incident

Date/Time: 6/23/2010 10:56:00 PM DOP: No Create MRC

Date of Knowledge: 05/23/2010 PRN: No

Duplicate of IR: 267825 Duplicate...

- The system only duplicates the original IR data that was submitted via the IFUR tool. For example, if you save changes to the original IR in the DART Incident Reporting tool and then duplicate the IR, the duplicated IRs will NOT contain the saved changes.

#### 4.1.4 Linking an Incident Report to a Consumer

Linking an IR to a consumer is an important step in IR processing, especially during [status transitions](#). Use the following steps to link an IR to a consumer:

1. Select the **Link Consumer** button in the **Consumer** section of the **Incident Details** tab. The **Link Consumer** window appears and displays one or more consumer records, as shown in the following illustration:

The screenshot shows a window titled "Link Consumer" with a "Clear Filters" button. Below the title bar are three search fields: "SSN:" (with a masked input), "Last Name: Asher", and "First Name: Corey". A "Search" button is to the right. Below the search fields is a table with the following data:

SSN	Last Name	First Name	Middle Name	DOB	Gender	County	Address	City	State	Zip
*****	ASHER	COREY	JONATHAN	5/16/1984	M	HENDRICKS	1373 CLARA COURT	PLAINFIELD	IN	46168



Below the table is a large empty rectangular area. At the bottom right of the window are "Link" and "Cancel" buttons. At the bottom left, a status bar reads "1 result(s) found (searched by SSN)." and there is a small icon on the right.

2. Review the consumer demographic information (for example, name, SSN, DOB, and address) to verify that the selected record in the window corresponds to the consumer on the IR. If the selected record does not correspond:
  - Use the search fields at the top of the window to refine the search. For example, remove the consumer names and search by SSN only.
  - Verify that the consumer is listed under the same funding source as the IRs that you are processing. For example, if you logged in to the DART system as a DA user and attempt to link to a DD consumer, the system might not be able to locate the consumer record.
3. Select the **Link** button. The system links the IR to the consumer, and the consumer's DART information appears in the **DART Record Fields** section at the top of the window.
4. Select **Save**.



### 4.1.5 Incident Details Tab Fields and Controls

The following table describes the fields and [controls](#) on the right side of the [Incident Details](#) tab:

Field or Control	Description
<b>Incident Status</b>	<p>Use this field to change the status of the IR, assuming that the IR meets the required <a href="#">status conditions</a> for the change.</p> <p>The following valid entries can appear in this field:</p> <ul style="list-style-type: none"> <li>• <b>Submitted</b></li> <li>• <b>Processed</b></li> <li>• <b>Deleted</b></li> <li>• <b>Closed</b></li> </ul>
<b>Processed Date</b>	This indicator displays the date and time that the status of the IR was changed to <b>Processed</b> . This indicator also contains a date if the IR was migrated from a previous incident reporting system.
<b>Deleted Date</b>	This indicator displays the date and time that the status of the IR was changed to <b>Deleted</b> .
<b>Date Closed</b>	<p>Use this field to set the date that the IR was closed. You can manually enter the values in the field or select the drop-down arrow to display a Date Picker control, similar to the following illustration:</p> 
<b>Clear</b> 	<p>Click this button beside the drop-down arrow in a field to remove the contents of the corresponding field, if the current <a href="#">status conditions</a> permit.</p> <p>If a cleared field corresponds to a check box (for example, the <b>Sentinel</b> and <b>Sentinel Closed By</b> check boxes), you must also clear the check box before you can save the changes.</p> <p><b>Tip</b></p> <p>It is often simpler to uncheck the associated check box, which also clears the corresponding date fields.</p> <p>If you attempt to save invalid changes, the system displays the <b>Invalid Input</b> window and indicates the affected field with a red exclamation mark icon. You must click <b>OK</b> and change the identified field before you can save the changes.</p>

Field or Control	Description
<b>Primary Funding Source</b>	<p>This field contains the code associated with the primary means of financial support provided to the consumer when the incident occurred.</p> <p>The system sets this field to the value originally entered in the IFUR tool.</p> <p>If necessary, you can select a different DD-related funding source from the drop-down list.</p>
<b>Where Occurred</b>	<p>This field contains the code associated with the location of the consumer when the incident occurred.</p> <p>The system sets this field to the value originally entered in the IFUR tool.</p> <p>If necessary, you can select a different value from the drop-down list. If you select <b>Other</b>, enter the location in the <b>Where Occurred Other</b> field.</p>
<b>Where Occurred Other</b>	<p>This field contains a location description that does not appear on the drop-down list for the <b>Where Occurred</b> field in the IFUR tool.</p> <p>The system sets this field to the value originally entered in the IFUR tool, if used by the reporter.</p> <p>If you selected <b>Other</b> in the <b>Where Occurred</b> field, enter the location in this field.</p>
<b>Follow-Up</b>	<p>Use this field to indicate whether follow-up activities are required for the IR or to change the status of the follow-up activities for the IR.</p> <p>This field is blank (null) by default. You can change this field to:</p> <ul style="list-style-type: none"> <li>• <b>Completed</b></li> <li>• <b>Not Required</b></li> <li>• <b>Required</b></li> </ul> <p>If the current <a href="#">status conditions</a> permit, you can change this field back to null by selecting <a href="#">Clear</a>.</p>
<b>Person Responsible</b>	<p>Use this field to indicate the role of the entity responsible for completing and submitting a FUR for this IR.</p> <p>-Or-</p> <p>If a FUR is not required, use this field to indicate the entity responsible for completing this IR.</p> <p>This field is blank (null) by default. You can change this field to:</p> <ul style="list-style-type: none"> <li>• <b>Case Manager</b></li> <li>• <b>Group Home</b></li> <li>• <b>Service Coordinator</b></li> </ul> <p>If the current <a href="#">status conditions</a> permit, you can change this field back to null by selecting <a href="#">Clear</a>.</p>

Field or Control	Description
<b>Sentinel</b>	<p>Select this check box to indicate that, based on the information provided on the <a href="#">Informed</a>, <a href="#">Narratives</a>, and <a href="#">Coding</a> tabs, this IR qualifies as a Sentinel event.</p> <p>When you select this check box, the system enters the current date in the field to the right of the check box.</p> <p>You can change the Sentinel date by manually entering a new value or selecting the drop-down arrow and using the <a href="#">Date Picker</a>. If the current <a href="#">status conditions</a> permit, you can also <a href="#">clear</a> this field or <a href="#">reset</a> the entire control.</p>
<b>Sentinel Closed By</b>	<p>Select this check box to indicate that enough support exists for the Sentinel event to be closed. The two fields to the right of this check box become activated.</p> <p>Use the first Sentinel field to indicate the title of the person who closed the Sentinel event. Valid entries for a DD-based IR are:</p> <ul style="list-style-type: none"> <li>• <b>Reviewer</b></li> <li>• <b>Supervisor</b></li> </ul> <p>If the current <a href="#">status conditions</a> permit, you can also <a href="#">clear</a> this field or <a href="#">reset</a> the entire control.</p> <p>Use the second Sentinel field to set the date that the Sentinel event was closed. You can manually enter a value or select the drop-down arrow and use the <a href="#">Date Picker</a>.</p> <p>If the current <a href="#">status conditions</a> permit, you can also <a href="#">clear</a> this field or <a href="#">reset</a> the entire control.</p>
<b>Sentinel State Reviewed</b>	(Available only for DA-based IRs)
<b>ANE</b>	<p>Use this field to indicate the status of any Abuse-, Neglect-, or Exploitation-related code values or information that was entered on the <a href="#">Informed</a>, <a href="#">Narratives</a>, and <a href="#">Coding</a> tabs for this IR.</p> <p>This field is blank (null) by default. You can change this field to:</p> <ul style="list-style-type: none"> <li>• <b>Indicated</b></li> <li>• <b>N/A</b></li> <li>• <b>Not Substantiated</b></li> <li>• <b>Substantiated</b></li> </ul> <p>If the current <a href="#">status conditions</a> permit, you can also <a href="#">clear</a> this field.</p>
<b>Non-Reportable</b>	Select this check box to mark the IR as non-reportable.

Field or Control	Description
<b>Recipient Financial Transaction Review (RFTR)</b>	Select this check box to indicate that the State should perform an RFTR for this consumer. Selecting this check box enables the consumer to appear on one or more system reports run by State personnel elsewhere on the system.
<b>Pending</b>	<p>Select this check box to mark the IR as pending, indicating that the IR has been initially reviewed and requires research by the reviewer.</p> <p>This check box is only available for an IR that is not <a href="#">linked</a> to a consumer. When selected, you can manually clear this check box or allow the system to automatically clear it when you link the IR.</p> <p>If you display an IR that is in a status other than Submitted, this check box is not available.</p>

The **Informed** tab contains editable fields that correspond to the fields in the **Informed** section of an IR in the IFUR tool. The fields on the **Informed** tab display the values that the reporter originally entered on the IR in the IFUR tool. The following illustration shows an example of the **Informed** tab:

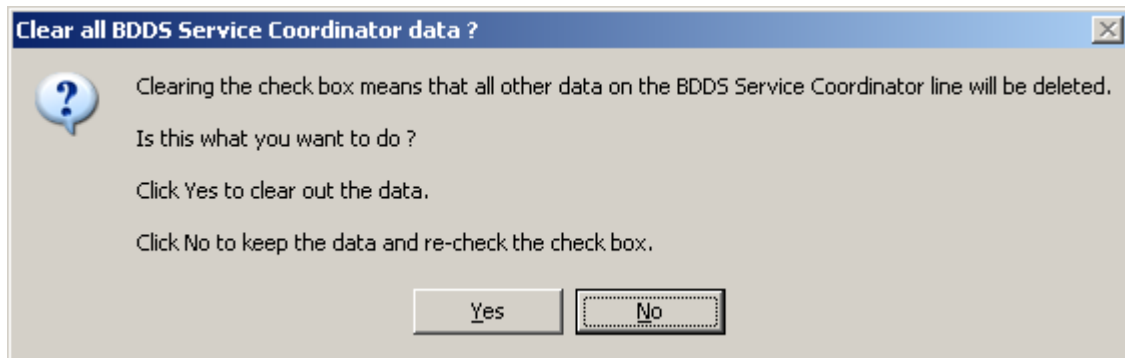
### 4.2.1 Adding a Line of Information

To add a new line of information to a section marked as **N/A**, select **Yes** from the corresponding drop-down list and complete the remaining fields in that row, as shown in the following illustration:

Latest Revision:  
7/29/2010

## 4.2.2 Deleting a Line of Information

To delete a line of information, select **N/A** from the corresponding drop-down list and then select **Yes** from the alert message that appears. The following illustration shows an example of the alert message:



## 4.2.3 APS / CPS Section

The **APS / CPS** section at the bottom of the **Informed** tab contains the Adult Protective Services and Child Protective Services fields that correspond to the same fields in the IFUR tool. The fields below the **APS / CPS Response Received** check box and corresponding date field display the values that the reporter originally entered on the IR in the IFUR tool.

Use the **APS / CPS Response Received** check box and corresponding date field to indicate that a response has been received by the individual identified in the other APS / CPS fields.

If an IR was submitted by using the current version of the IFUR tool, the APS / CPS information is divided into separate sub tabs, as shown in the following illustration:

If an IR was submitted by using a previous version of the IFUR tool, the APS / CPS information is combined into one section, as shown in the following illustration:

### 4.3 Narratives Tab

The **Narratives** tab contains multiple sub tabs that display pertinent information regarding the [Incident report](#) or [Follow-Up report](#). The following sub tabs can appear in the **Narratives** tab:

- [General](#)
- [PRN](#)
- [Death](#)
- [Sentinel](#)
- [Reviewer Notes](#)
- [Follow-Up Questions](#)

The **PRN** sub tab and **Death** sub tab only appear if the corresponding **PRN** and **DOP** fields were completed for the IR in the IFUR tool.

The remaining sub tabs always appear, regardless of whether the sub tabs contain information.

The following illustration shows an example of the **Narratives** tab with all of the available sub tabs appearing:

The screenshot shows the 'Narratives' tab selected at the top. The main content area is divided into two sections. The first section, 'Describe the incident:', contains a text area with the following text: 'Narrative updated by SYSADMINDD on Friday, 06/25/2010 10:15:43 AM. We checked on Barby two days later and discovered that she had a bump on her head and a slight bruise, but was otherwise unharmed. No further checks required. Barby was sitting at the table with staff when a peer walked up and hit her on the head with his lunchbox. Barby began laughing. She received no injuries.' To the right of this text area is an 'Edit' button. The second section, 'Plan to resolve (immediate and long term):', contains a text area with the following text: 'Staff will continue to monitor all interactions between consumers. This report is being submitted late due to the site being down on 6/11/2010.' To the right of this text area is another 'Edit' button. At the bottom of the window, there is a row of sub-tab buttons: 'General', 'PRN', 'Death', 'Sentinel', 'Reviewer Notes', and 'Follow-Up Questions'. The 'General' tab is currently selected.

### 4.3.1 General Sub Tab

The **General** sub tab contains the **Describe the incident** and **Plan to resolve** fields, large freeform fields that display the original incident narrative that the reporter entered in the IFUR tool. The fields are editable, which means that you can [add](#) notes to the fields.

### 4.3.2 PRN Sub Tab

The **PRN** sub tab contains multiple, [editable](#) freeform fields that correspond to the same fields in the IFUR tool, and which display [PRN](#) information that was entered for the Incident report in the IFUR tool.

### 4.3.3 Death Sub Tab

The **Death** sub tab contains multiple, [editable](#) freeform fields that correspond to the same fields in the IFUR tool, and which display [DOP](#) information that was entered for the Incident report in the IFUR tool.

### 4.3.4 Sentinel Sub Tab

The **Sentinel** sub tab contains the **Sentinel notes** and **Sentinel resolved notes** freeform fields that you can use to [add](#) notes about a [Sentinel event](#) associated with the Incident report.

### 4.3.5 Reviewer Notes Sub Tab

The **Reviewer Notes** sub tab contains the **Reviewer notes** freeform field that the Reviewer can use to [add](#) notes about the Incident report.

### 4.3.6 Follow-Up Questions Sub Tab

The **Follow-Up Questions** sub tab contains the **Follow-up questions** freeform field that you can use to [add](#) notes about the [follow-up](#) activities regarding an Incident report.



### 4.3.7 Adding a Note to a Field on the Narratives Tab

For sub tabs that contain one or more freeform text fields, you can use the corresponding **Edit** button to add note text to the field. When you select **Edit**, the system displays either the **New Narrative** or **Edit Narrative** window, depending on whether the field already contains text. Enter your note and then select **Save** to return to the **Narratives** tab. The following illustration shows an example of the **Edit Narrative** window:

The screenshot shows a window titled "Edit Narrative" with a close button in the top right corner. The window is divided into two main sections. The top section is labeled "New narrative text (date stamp is added automatically):" and contains a text area with the text "This is new text that I added for this screen capture." The bottom section is labeled "Existing narrative text:" and contains a text area with the following text: "incident type - allegation of neglect by staff", "apparent cause - staff", "type of injury - no apparent injury", "body part - right arm", and "treatment location - incident location". To the right of the "Existing narrative text:" label, the date "Date: 7/2/2010 10:49:09 AM" and the author "Author: sysadmindd" are displayed. At the bottom right of the window, there are two buttons: "Save" and "Cancel".

## 4.4 Coding Tab

The **Coding** tab contains a directory structure of coding categories that you can use to code the IR, along with the **Describe the Incident** and **Plan to Resolve** field notes copied from the **Narratives** tab. Each category in the directory displays a plus sign that you can click to expand the category. After you expand the appropriate category in the directory, select the check box beside the code to apply to the IR, as shown in the following illustration:

The **Incident Type** and **Apparent Cause** categories each require and accept only one code. You can select any number and combination of codes for the remaining categories. After you finish selecting the applicable codes for the incident, click **Save**.

If an IR is a migrated record from a previous incident reporting system, you cannot add more codes to the IR. The coding directory structure becomes disabled and a **Display Migrated Coding** check box appears in the lower left corner of the **Coding** tab. Clicking this check box displays the coding values that were applied to the IR in the previous incident reporting system, as shown in the following example:

Type	Action
Hospital Admission For	Emergency Room
Hospital Admission For	Medical, Choking
Medical Conditions	Choking
Sentinel Event	Significant Injury/Health Change/Risk
*	

☒ Display Migrated Coding

## 4.5 Email Tab

The **Email** tab contains window [controls](#) that you can use to select, address, and send an email associated with the IR. The following illustration shows an example of the **Email** tab:

Send	Last Saved	Sent	UserID	Type
<input checked="" type="checkbox"/>	7/19/2010 9:30:21 AM		sysadmindd	SENTINEL EVENT - IMMEDIATE PROTECTIVE MEASURES APPEAR TO BE IN PLACE
<input type="checkbox"/>	7/16/2010 2:46:03 PM	7/16/2010 2:46:08 PM	johnsonn	ADDITIONAL FOLLOW-UP REPORT NOT REQUIRED

### 4.5.1 Sending an Email

Use the following steps to send an email:

1. Select the type of email to send from the **Type** drop-down list. The following list shows the email types available:
  - ADDITIONAL FOLLOW-UP REPORT NOT REQUIRED
  - ADDITIONAL FOLLOW-UP REPORT REQUIRED
  - APS/CPS NOTIFICATION REQUIRED
  - DEATH WITHOUT INCIDENT REPORT
  - INCIDENT FOLLOW-UP REPORT NOT REQUIRED
  - INCIDENT FOLLOW-UP REPORT REQUIRED
  - INCIDENT INITIAL REPORT – INCORRECT INFORMATION
  - INCIDENT INITIAL REPORT – INSUFFICIENT INFORMATION
  - INCIDENT INITIAL REPORT – MULTIPLE REPORTS SUBMITTED
  - INCIDENT INITIAL REPORT – OTHER NOTIFICATION
  - LATE SUBMISSION OF INCIDENT REPORT
  - NOTIFICATION OF DEATH OF PERSON
  - SENTINEL EVENT – IMMEDIATE PROTECTIVE MEASURES APPEAR TO BE IN PLACE
  - SENTINEL EVENT – VERIFICATION OF IMMEDIATE PROTECTIVE MEASURES REQUIRED

2. Select **Add**. The system displays the **Incident Emails** window, as shown in the following illustration:

**IncidentEmails**

To: adec@adec.com; shivelyp@adecinc.com;

CC:

Subject: INCIDENT FOLLOW-UP REPORT REQUIRED

An Incident Initial Report was received by BQIS on 7/15/2010 10:00:00 PM for the individual identified below. This report has been processed and entered into the database. If you have not received a copy of this Incident Initial Report from the reporting entity identified below, please contact them directly.

This e-mail is your notification that this incident is NOT CLOSED and that you are designated as the person responsible for follow-up. If you are not the correct person to submit the follow-up report, please contact johnsonn so the information in the database can be corrected.

Per the Incident Management/Reporting Policy, an Incident Follow-up Report is required to be submitted within 7 days from the date of this e-mail and every 7 days thereafter until the incident is resolved to the satisfaction of all entities.

Incident Follow-up Reports should be submitted via the web at <https://ddrsprovider.fssa.in.gov/IFUR/>. In an emergency situation, a report can be e-mailed to [BDDSIIncidentReports@fssa.in.gov](mailto:BDDSIIncidentReports@fssa.in.gov) or faxed to 260-482-3507.

Thank you for your prompt attention to this e-mail and your continuing efforts to ensure the health and welfare of the people we support.

Questions related to incident management can be e-mailed to [BDDSIIncidentReports@fssa.in.gov](mailto:BDDSIIncidentReports@fssa.in.gov).

Name: ██████████  
 Customer ID: ████████  
 Provider(at time of incident): ADEC, INC.  
 Provider Contact:

Cancel Save

3. Add or remove primary email recipient addresses in the **To** field, as necessary.
4. Add or remove secondary email recipient addresses in the **CC** field, as necessary.
5. Click **Save**. The **Incident Emails** window disappears and a record for the email appears in the email queue on the **Email** tab.
6. Repeat Steps 1 through 5 as necessary to add more emails to the queue.
7. After you have finished adding emails, click the check box in the **Send** column for each email to send, as shown in the following partial illustration:

Send	Last Saved	Sent	UserID	Type
<input checked="" type="checkbox"/>	7/19/2010 9:30:21 AM		sysadmindd	SENTINEL EVENT - IMMEDIATE PROTECTIVE MEASUF
<input checked="" type="checkbox"/>	7/16/2010 2:46:03 PM		johnsonn	ADDITIONAL FOLLOW-UP REPORT NOT REQUIRED

8. Click the **Send** button in the lower left corner of the **Email** tab. The system:
  - Sends the emails that have the **Send** check box selected.
  - Retains the email record in the queue for each sent email.
  - Updates the date and time in the **Sent** column for each sent email so that a user can determine which emails have been sent for the associated IR.

#### 4.5.2 Deleting, Opening, and Resending Emails

You can use the **Delete** and **Open** buttons in the [Email](#) tab to perform the following additional tasks:

##### Deleting

If an email has not been sent and you need to delete it from the queue (for example, because it is the wrong email type), select the email record and then click the **Delete** button. The system deletes the selected email.

##### Opening

You can open a sent or unsent email by selecting the record from the queue and then clicking the **Open** button in the lower right corner. You can also double-click on the email record to open the email.

If you open an email that has been sent, the **Incident Emails** window displays a read-only version of the email.

If you open an email that has not been sent, the **Incident Emails** window displays the active email, which you can change, if necessary. Click **Save** to save the new changes.

##### Resending

You can resend an email by [opening](#) the sent email, adding, deleting, or changing one or more email addresses in the **To** or **CC** fields, and then saving the new version. The system creates a new email record in the queue, which you can [send](#) or [delete](#).

### 4.5.3 Email Administration

If you have logged in under the Supervisor or State Oversight role, you can perform email administration by selecting the **Supervisor > Email Administration** menu. The system displays the **Email Administration** window, which contains the following tabs:

- **Mapping**
- **Recipients**

#### 4.5.3.1 Mapping Tab

Use the **Mapping** tab to assign one or more default recipients to the **To** and **CC** fields of a selected email template. When you select the email from the **Type** drop-down list on the **Email** tab, the system automatically addresses the email to the recipients indicated in the email template on the **Mapping** tab. Use the following steps to modify an email template:

1. Select the email type from the **Template** drop-down list. The system displays check marks beside the job titles that already exist for the selected email template, as shown in the following example of the **NOTIFICATION OF DEATH OF PERSON** email:

**Email Administration**

Mapping | Recipients

Template: **NOTIFICATION OF DEATH OF PERSON**

TO Recipients:

	Title	Name	Email
<input type="checkbox"/>	Administrative Assistant	Barb Bearman	Barbara.Bearman@fssa.in.gov
<input type="checkbox"/>	BDDS Assistant Director	Juman Bruce	Juman.Bruce@fssa.in.gov
<input type="checkbox"/>	BDDS Special Projects	Beth Lauer	Beth.Lauer@fssa.in.gov
<input type="checkbox"/>	BQIS Contract Liaison	Shelly Thomas	Shelly.Thomas@fssa.in.gov
<input type="checkbox"/>	BQIS Director	Becky Selig	Becky.selig@fssa.in.gov
<input checked="" type="checkbox"/>	Case Manager		
<input checked="" type="checkbox"/>	District Manager		
<input type="checkbox"/>	Field Service Manager		
<input type="checkbox"/>	Follow-Up Completed By		
<input type="checkbox"/>	Follow-Up Responsible		

CC Recipients:

	Title	Name	Email
<input type="checkbox"/>	Administrative Assistant	Barb Bearman	Barbara.Bearman@fssa.in.gov
<input type="checkbox"/>	BDDS Assistant Director	Juman Bruce	Juman.Bruce@fssa.in.gov
<input type="checkbox"/>	BDDS Special Projects	Beth Lauer	Beth.Lauer@fssa.in.gov
<input type="checkbox"/>	BQIS Contract Liaison	Shelly Thomas	Shelly.Thomas@fssa.in.gov
<input checked="" type="checkbox"/>	BQIS Director	Becky Selig	Becky.selig@fssa.in.gov
<input type="checkbox"/>	Case Manager		
<input type="checkbox"/>	District Manager		
<input type="checkbox"/>	Field Service Manager		
<input type="checkbox"/>	Follow-Up Completed By		
<input type="checkbox"/>	Follow-Up Responsible		

☐ Show Selected Items ONLY

Save Undo

- Click one or more check boxes beside the desired job titles to either add or delete the job title from the email template.

### Tip

If you do not see a job title that you feel should be listed for the selected email template, you can use the [Recipients](#) tab to add it.

Selecting the **Show Selected Items ONLY** check box in the lower left corner causes the **TO Recipients** and **CC Recipients** lists to display only the selected job titles, as shown in the following illustration, which can make it easier to organize the lists:

**Email Administration**

Mapping | **Recipients**

Template: **NOTIFICATION OF DEATH OF PERSON**

**TO Recipients:**

	Title	Name	Email
<input checked="" type="checkbox"/>	District Manager		
<input checked="" type="checkbox"/>	Field Service Manager		
<input checked="" type="checkbox"/>	Service Coordinator		

**CC Recipients:**

	Title	Name	Email
<input checked="" type="checkbox"/>	BQIS Contract Liaison	Shelly Thomas	Shelly.Thomas@fssa.in.gov
<input checked="" type="checkbox"/>	BQIS Director	Becky Selig	Becky.selig@fssa.in.gov
<input checked="" type="checkbox"/>	Incident Inbox (DD)		
<input checked="" type="checkbox"/>	Incident Management/Mortality Review Director	Sharon Hudson	sharon.hudson@fssa.in.gov
<input checked="" type="checkbox"/>	Incident Management/Reporting Supervisor	Peggy McClellan	Peggy.McClellan@fssa.in.gov
<input checked="" type="checkbox"/>	IPAS	Anthony Liggins	aliggins@ipas.IN.gov
<input checked="" type="checkbox"/>	Mortality Review Intake Coordinator	Linda Sackman	linda.sackman@fssa.in.gov
<input checked="" type="checkbox"/>	Mortality Review Physician	Wayne Zwick	Wayne.Zwick@fssa.in.gov
<input checked="" type="checkbox"/>	MRTT Member	Erin Holly	erin.holly@fssa.in.gov

☒ Show Selected Items ONLY

Save Undo

- Select **Save**.

### 4.5.3.2 Recipients Tab

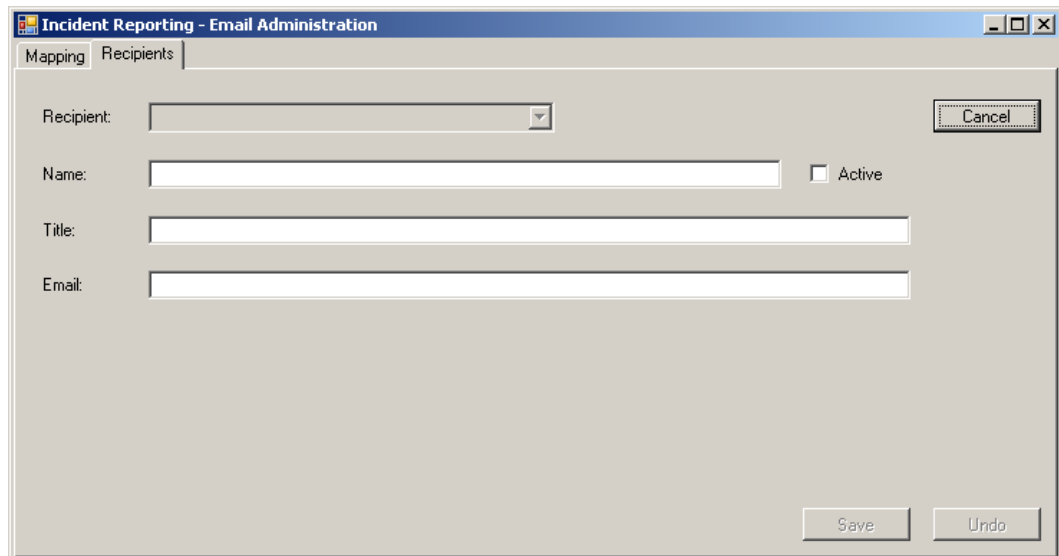
Use the **Recipients** tab to manage the job titles and recipients available in the **Email Administration** window. For example, you can:

- [Add](#) a recipient to the **TO Recipients** and **CC Recipients** lists.
- [Modify](#) an existing recipient on the **TO Recipients** and **CC Recipients** lists.
- [Deactivate](#) a recipient on the **TO Recipients** and **CC Recipients** lists.

#### Add Recipient

Use the following steps to add a recipient:

1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab, with the **Recipient** field and **Add** button activated.
2. Select **Add**. The system deactivates the **Recipient** field and activates the remaining fields on the tab, as shown in the following illustration:

The screenshot shows a software window titled "Incident Reporting - Email Administration". It has two tabs: "Mapping" and "Recipients", with "Recipients" being the active tab. Inside the window, there is a "Recipient:" label next to a dropdown menu. Below this are four text input fields labeled "Name:", "Title:", and "Email:". To the right of the "Name:" field is an "Active" checkbox. At the bottom right of the window are three buttons: "Cancel", "Save", and "Undo".

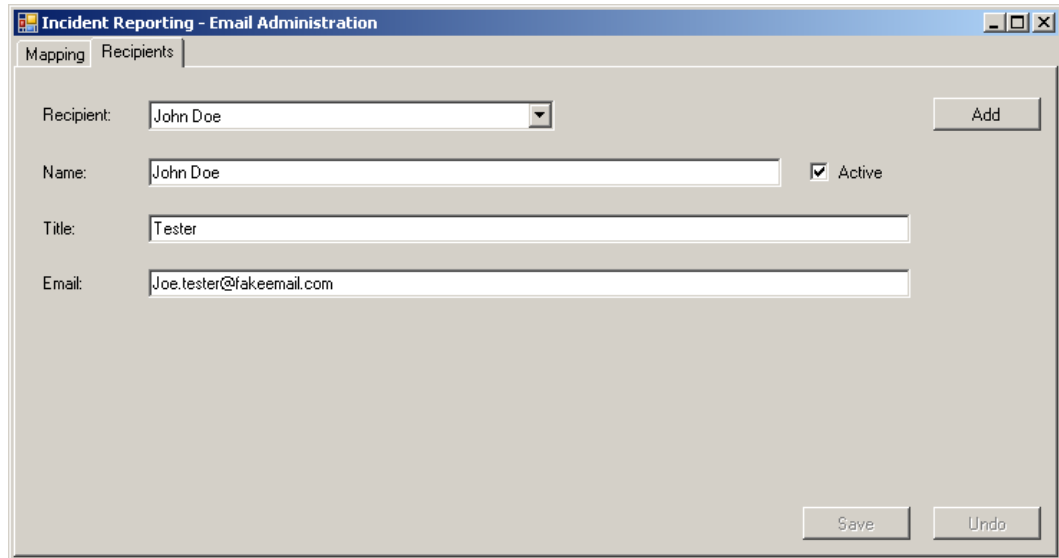
3. Enter the recipient's first and last name in the **Name** field.
4. Select the **Active** check box.
5. Enter the recipient's job title in the **Title** field.
6. Enter the recipient's email address in the **Email** field.
7. Select **Save**. The recipient's name appears in the **Recipient** field.
8. (Optional) To verify that the recipient was added, select the **Mapping** tab and scroll to the bottom of the **TO Recipients** and **CC Recipients** lists. The new name should appear at the bottom of both lists.



## Modify Recipient

Use the following steps to modify a recipient:

1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab.
2. Select the recipient's name from the **Recipient** drop-down list. The system activates all of the fields on the tab, as shown in the following illustration:

The screenshot shows a window titled "Incident Reporting - Email Administration" with two tabs: "Mapping" and "Recipients". The "Recipients" tab is active. It contains a form with the following fields: "Recipient:" (a drop-down menu showing "John Doe"), "Name:" (a text box with "John Doe"), "Title:" (a text box with "Tester"), and "Email:" (a text box with "Joe.test@fakeemail.com"). There is an "Add" button to the right of the "Recipient:" field and an "Active" checkbox (checked) to the right of the "Name:" field. At the bottom right, there are "Save" and "Undo" buttons.

3. Change one or more pieces of information and then select **Save**.

## Deactivate Recipient

While you cannot remove a recipient from the **TO Recipients** and **CC Recipients** lists on the **Mapping** tab, you CAN deactivate a recipient. When you deactivate a recipient, the recipient's email address does NOT appear on a selected email, even if their name is selected on either the **TO Recipients** or **CC Recipients** lists on the **Mapping** tab.

Use the following steps to deactivate a recipient:

1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab.
2. Select the recipient's name from the **Recipient** drop-down list. The system activates all of the fields on the tab.
3. Clear the **Active** check box and then click **Save**.

## 4.6 Consumer History Tab

The **Consumer History** tab displays a table of the previous IRs submitted for the consumer. This tab appears after you [link](#) the IR to a consumer. The table in the **Consumer History** tab contains the following columns of information:

- IR#
- Incident Date
- Status
- Coding
- Sentinel
- DOP
- PRN

The following illustration shows an example of the **Consumer History** tab:

Consumer History							
	IR #	Incident Date	Status	Coding	Sentinel	DOP	PRN
▶	309319	4/24/2010 8:45:00 AM	Processed	Medical Conditions - Choking Hospital Admission For - Emergency Room Hospital Admission For - Medical, Choking Sentinel Event - Significant Injury/Health Change/Risk	Y	N	N
	286222	11/30/2009 3:00:00 PM	Closed	Residence Uninhabitable - Other Safety Issues	N	N	N
	263046	7/6/2009 5:00:00 PM	Closed	Medical Conditions - Circulatory System Hospital Admission For - Emergency Room	N	N	N
	262461	7/2/2009 9:30:00 AM	Closed	Other - Describe in Narrative Abuse - Physical, Aggression to Peer	N	N	N
	258652	6/9/2009 9:55:00 AM	Closed	Abuse - Physical, Aggression to Peer	N	N	N
	257994	6/3/2009 11:10:00 AM	Closed	Medical Conditions - Injury, Breaks, Burns, Poisoning Cause Of Injury - Other Individual Abuse - Physical, Aggression to Peer Abuse - Physical, Recipient to Recipient Medical Conditions - Skin and Subcutaneous Tissue	N	N	N
	257440	6/1/2009 4:30:00 PM	Closed	Other - Describe in Narrative Medical Conditions - Hearing Medical Care - Medical Care by Physician or Medical Care Center Medical Conditions - Symptoms, Signs, other conditions (Describe in Narrative)	N	N	N
	246682	3/24/2009 8:30:00 PM	Closed	Other - Describe in Narrative Consumer Supports - Staff not adequately trained Consumer Supports - Staff not providing support activities as designated Medication Error - Wrong Dose Given	N	N	N
	239014	2/2/2009 8:30:00 AM	Closed	Medical Conditions - Bruising Hospital Admission For - Day for Out-Patient Procedures Medical Conditions - Injury, Breaks, Burns, Poisoning Cause Of Injury - Medical Condition Hospital Admission For - Medical, Medication Therapy (IV)	N	N	N

Open

By default, the system sorts the table in the **Consumer History** tab by the **Incident Date** column in descending order. To change the sort order, click on a different column heading. The system applies an arrow icon to the column heading to indicate the direction of the sort. An up arrow indicates an ascending sort, while a down arrow indicates a descending sort.

You can open one of the IRs on the table by double-clicking on the IR record or by selecting the record and then clicking the **Open** button in the lower right corner. The [DDRS Incident Reporting](#) window displays the opened IR.

## 5. IR Processing Procedures and Status Conditions

This section contains:

- Detailed procedures for the most commonly performed workflows associated with processing an [IR](#).
- Information about the [conditions](#) required by the system before you can change the [Incident Status](#) field on an IR.

### 5.1 Incident Report Processing Procedures

This section contains detailed procedures that describe the following workflows:

- [Basic Flow](#)
- [Insufficient Information](#)
- [Duplicated Report](#)
- [Incorrect Consumer](#)
- [Non-Reportable Incident](#)
- [Sentinel Event – Resolved](#)
- [Sentinel Event – Unresolved](#)
- [Follow-Up Required](#)

#### Important

Each procedure assumes that you have already logged in to the DART system, accessed the Incident Reporting tool, and opened the desired IR.

While each procedure roughly mirrors a workflow path in the Initial Incident Report Processing [flow chart](#), this section does NOT attempt to provide a procedure for every conceivable workflow path.

### 5.1.1 Basic Flow Workflow

The procedure described in the following table provides the basic flow steps for processing an IR:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"> <li>Does sufficient information exist to continue processing?</li> <li>Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li> <li>Is this IR associated with the correct consumer?</li> </ul>	Yes  No  Yes
2	<a href="#">Link</a> the IR to the consumer and then select <b>Save</b>	The consumer's DART information appears in the <a href="#">DART Record Fields</a> section at the top of the window
3	Review the <a href="#">Narratives</a> tab: <ul style="list-style-type: none"> <li>Is this incident reportable?</li> </ul>	Yes
4	Use the <a href="#">Consumer History</a> tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the <a href="#">Coding</a> tab to code the IR for an incident other than Sentinel or ANE and then select <b>Save</b>	The system saves the changes
6	Based on the entries on the <b>Narratives</b> and <b>Coding</b> tabs, does this IR qualify as a Sentinel event?	If No – continue with the next step If Yes – proceed to either the <a href="#">Sentinel Event - Resolved</a> workflow procedure or the <a href="#">Sentinel Event – Unresolved</a> workflow procedure
7	Is a <a href="#">FUR</a> required? On the <a href="#">Incident Details</a> tab: <ul style="list-style-type: none"> <li>Set the <a href="#">Follow-Up</a> field to <b>Not Required</b></li> <li>Set the <a href="#">Person Responsible</a> field to a value other than blank</li> </ul>	No
8	Set the <a href="#">ANE</a> field to <b>N/A</b> and then	The system saves the changes

Step	Action	Result
	select <b>Save</b>	
9	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails to the designated recipients	The system sends the emails and updates the information on the <b>Email</b> tab
10	On the <b>Incident Details</b> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Date Closed</a> field to a valid value (for example, a date that is neither in the future nor before the incident date)</li><li>- Set the <a href="#">Incident Status</a> field to <b>Closed</b></li><li>- Select <b>Save</b></li></ul>	The system saves the changes and closes the IR

### 5.1.2 Insufficient Information Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR with insufficient information:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"><li>• Does sufficient information exist to continue processing?</li></ul>	No
2	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails	The system sends the email and updates the information on the <b>Email</b> tab
3	On the <a href="#">Incident Details</a> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Incident Status</a> field to <b>Deleted</b></li><li>- Select <b>Save</b></li></ul>	The system saves the changes and deletes the IR

### 5.1.3 Duplicated Report Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR that is an inadvertent duplicate of another IR:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"><li>• Does sufficient information exist to continue processing?</li><li>• Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li></ul>	Yes  Yes
2	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails	The system sends the email and updates the information on the <b>Email</b> tab
3	On the <a href="#">Incident Details</a> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Incident Status</a> field to <b>Deleted</b></li><li>- Select <b>Save</b></li></ul>	The system saves the changes and deletes the IR

### 5.1.4 Incorrect Consumer Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR that is associated with the wrong consumer:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"> <li>Does sufficient information exist to continue processing?</li> <li>Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li> <li>Is this IR associated with the correct consumer?</li> </ul>	Yes  No  No
2	On the <a href="#">Incident Details</a> tab, select the <a href="#">Pending</a> check box and then select <b>Save</b>	By marking the IR as Pending, you can perform independent research to locate or identify the correct consumer
3	Were you able to locate or identify the correct consumer?  <b>Yes</b> – Proceed to <a href="#">Step 2</a> of the Basic Flow procedure and perform the remaining steps in that table  <b>No</b> – Proceed to the next step in this procedure	Conditional results
4	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails	The system sends the email and updates the information on the <b>Email</b> tab
5	On the <a href="#">Incident Details</a> tab: <ul style="list-style-type: none"> <li>Set the <a href="#">Incident Status</a> field to <b>Deleted</b></li> <li>Select <b>Save</b></li> </ul>	The system saves the changes and deletes the IR

### 5.1.5 Non-Reportable Incident Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR for an incident that is not reportable:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"> <li>Does sufficient information exist to continue processing?</li> <li>Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li> <li>Is this IR associated with the correct consumer?</li> </ul>	Yes  No  Yes
2	<a href="#">Link</a> the IR to the consumer and then select <b>Save</b>	The consumer's DART information appears in the <a href="#">DART Record Fields</a> section at the top of the window
3	Review the <a href="#">Narratives</a> tab: <ul style="list-style-type: none"> <li>Is this incident reportable?</li> </ul>	No
4	On the <a href="#">Incident Details</a> tab: <ul style="list-style-type: none"> <li>Select the <a href="#">Non-Reportable</a> check box</li> <li>Set the <a href="#">Incident Status</a> field to <b>Deleted</b></li> <li>Select <b>Save</b></li> </ul>	The system saves the changes and deletes the IR  <b>Important</b> The Initial Incident Report Processing <a href="#">flow chart</a> shows this step as <b>Delete or Close IR</b> . To close this IR, you must perform additional steps that are required to meet the <a href="#">status conditions</a> for this transition.



### 5.1.6 Sentinel Event – Resolved Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR with a Sentinel event that is resolved:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"> <li>Does sufficient information exist to continue processing?</li> <li>Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li> <li>Is this IR associated with the correct consumer?</li> </ul>	Yes  No  Yes
2	<a href="#">Link</a> the IR to the consumer and then select <b>Save</b>	The consumer's DART information appears in the <a href="#">DART Record Fields</a> section at the top of the window
3	Review the <a href="#">Narratives</a> tab: <ul style="list-style-type: none"> <li>Is this incident reportable?</li> </ul>	Yes
4	Use the <a href="#">Consumer History</a> tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the <a href="#">Coding</a> tab to code the IR for a Sentinel event and then select <b>Save</b>	The system saves the changes
6	Based on the entries on the <b>Narratives</b> and <b>Coding</b> tabs, does this IR qualify as a Sentinel event?	Yes
7	On the <a href="#">Incident Details</a> tab, select the <a href="#">Sentinel</a> check box	The system populates the corresponding date field with the current date
8	Has the Sentinel issue been resolved? <ul style="list-style-type: none"> <li>Select the <a href="#">Sentinel Closed By</a> check box</li> <li>Complete the corresponding fields with the applicable information</li> </ul>	Yes  The two corresponding fields to the right of the check box become active

Step	Action	Result
9	Is a <a href="#">FUR</a> required? <ul style="list-style-type: none"><li>- Set the <a href="#">Follow-Up</a> field to <b>Not Required</b></li><li>- Set the <a href="#">Person Responsible</a> field to a value other than blank</li></ul>	No
10	Set the <b>ANE</b> field to a value that is appropriate to the Sentinel event details and then select <b>Save</b>	The system saves the changes
11	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails to the designated recipients	The system sends the emails and updates the information on the <b>Email</b> tab
12	On the <b>Incident Details</b> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Date Closed</a> field to a valid value (for example, a date that is neither in the future nor before the incident date)</li><li>- Set the <a href="#">Incident Status</a> field to <b>Closed</b></li><li>- Select <b>Save</b></li></ul>	The system saves the changes and closes the IR

### 5.1.7 Sentinel Event – Unresolved Workflow

The procedure described in the following table assumes that you are familiar with the [Basic Flow](#) workflow, and provides the steps for processing an IR with a Sentinel event that is NOT resolved:

Step	Action	Result
1	Review the <a href="#">incident reporting</a> tabs: <ul style="list-style-type: none"> <li>Does sufficient information exist to continue processing?</li> <li>Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the <a href="#">Duplicate</a> button?)</li> <li>Is this IR associated with the correct consumer?</li> </ul>	Yes  No  Yes
2	<a href="#">Link</a> the IR to the consumer and then select <b>Save</b>	The consumer's DART information appears in the <a href="#">DART Record Fields</a> section at the top of the window
3	Review the <a href="#">Narratives</a> tab: <ul style="list-style-type: none"> <li>Is this incident reportable?</li> </ul>	Yes
4	Use the <a href="#">Consumer History</a> tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the <a href="#">Coding</a> tab to code the IR for a Sentinel event and then select <b>Save</b>	The system saves the changes
6	Based on the entries on the <b>Narratives</b> and <b>Coding</b> tabs, does this IR qualify as a Sentinel event?	Yes
7	On the <a href="#">Incident Details</a> tab, select the <a href="#">Sentinel</a> check box	The system populates the corresponding date field with the current date
8	Has the Sentinel issue been resolved?	No
9	Is a <a href="#">FUR</a> required? <ul style="list-style-type: none"> <li>Proceed to <a href="#">Section 5.1.8 – Follow-Up Required</a></li> </ul>	Yes

### 5.1.8 Follow-Up Required

The procedure described in the following table provides the steps required to request a [FUR](#) for an IR.

Because this procedure can apply to ANY workflow path that leads the user to the ***Follow-Up Required*** decision diamond on the Initial Incident Report Processing [flow chart](#), Step 1 begins at this point on the flow chart.

Step	Action	Result
1	Is a FUR required? <ul style="list-style-type: none"><li>- Set the <a href="#">Follow-Up</a> field to <b>Required</b></li><li>- Set the <a href="#">Person Responsible</a> field to the entity responsible for follow-up</li><li>- Set the <a href="#">Incident Status</a> field to <b>Processed</b></li><li>- Select <b>Save</b></li></ul>	Yes
2	Use the <a href="#">Email</a> tab to <a href="#">send</a> the appropriate emails to the designated recipients	The system sends the emails and updates the information on the <b>Email</b> tab

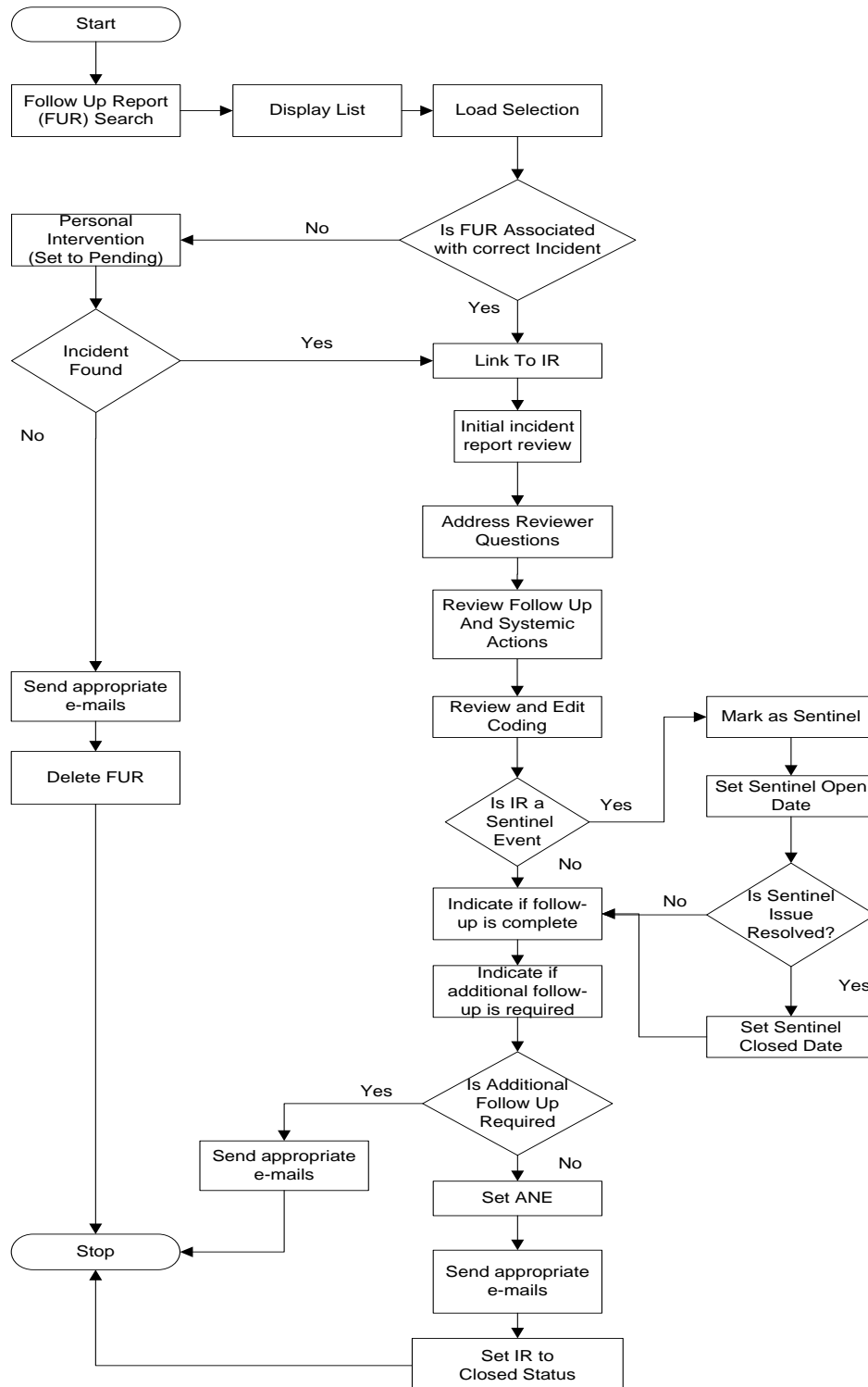
## 5.2 Status Conditions

The following table describes the conditions required by the system before you can change the [Incident Status](#) field on an IR:

Status Change	Condition Requirements
<b>Submitted to Processed</b>	<p>The following conditions must be met:</p> <ul style="list-style-type: none"> <li>• The IR has been <a href="#">coded</a>.</li> <li>• The IR is <a href="#">linked</a> to a consumer.</li> <li>• The <a href="#">Follow-Up</a> field is set to <b>Required</b>.</li> <li>• The <a href="#">Person Responsible</a> field contains an entry.</li> <li>• The <a href="#">Date Closed</a> field is blank.</li> </ul> <p>If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.</p>
<b>Submitted to Closed</b>	<p>The following conditions must be met:</p> <ul style="list-style-type: none"> <li>• The IR has been <a href="#">coded</a>.</li> <li>• The IR is <a href="#">linked</a> to a consumer.</li> <li>• The <a href="#">Follow-Up</a> field is set to <b>Not Required</b>.</li> <li>• The <a href="#">Person Responsible</a> field contains an entry.</li> <li>• The <a href="#">Date Closed</a> field contains a value.</li> </ul> <p>If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.</p>
<b>Submitted to Deleted</b>	<p>One of the following conditions must be met:</p> <ul style="list-style-type: none"> <li>• The IR is NOT <a href="#">linked</a> to a consumer.</li> <li>-Or-</li> <li>• The IR is linked to a consumer and is marked as <a href="#">Non-Reportable</a>.</li> </ul> <p>If neither of these conditions is met, the system displays an error message listing the unmet condition and reverts back to the previous status.</p>
<b>Processed to Closed</b>	<p>The following conditions must be met:</p> <ul style="list-style-type: none"> <li>• The IR has been <a href="#">coded</a>.</li> <li>• At least one <a href="#">FUR</a> has been linked to the IR.</li> <li>• The <a href="#">Follow-Up</a> field is set to <b>Completed</b>.</li> <li>• The <a href="#">Person Responsible</a> field contains an entry.</li> <li>• The <a href="#">Date Closed</a> field contains a value.</li> </ul> <p>If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.</p>

## 6. Follow-Up Report Processing Flow Chart

You can use the DART Incident Reporting tool to process one or more [FURs](#) that are [associated](#) with an [IR](#). The following flow chart shows the workflow for processing a FUR:



Latest Revision:  
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## 6.1 Locating and Displaying a Follow-Up Report

As described in the first few steps of the Follow-Up Report Processing [flow chart](#), you must first locate and display the desired FUR. Use the following procedure to accomplish this task:

1. Log in to the DART product.
2. On the main screen, select the **Incident** button. The system displays a blank [DDRS Incident Reporting](#) window.
3. Select **Search > Follow-Up Reports** from the [Menu bar](#). The **Follow-Up Search** window appears and displays a list of currently submitted FURs, as shown in the following illustration:

The screenshot shows the 'Follow Up Search' window. At the top, there are search filters: 'Clear Filters', 'SSN:', 'Last Name:', 'First Name:', 'Reviewer:', 'Status:' (set to 'Submitted'), 'IR Number:', 'Possible IR Number:', and 'Follow-Up Number:'. There is a 'Search' button and a 'Pending' checkbox. Below the filters is a table with the following columns: Status, SSN, Last Name, First Name, Date Of Incident, Completed By Agency, and Reviewer. The table lists 146 follow-up reports, all with a status of 'Submitted'. The first row is highlighted. At the bottom of the window, there are 'Back', 'Next', 'Open', and 'Close' buttons, and a status bar indicating '146 Follow-ups Found'.

Status	SSN	Last Name	First Name	Date Of Incident	Completed By Agency	Reviewer
Submitted		Groves	Jane	6/22/2010	ACHIEVA RESOURCES CORPORATION	
Submitted		Pritchard	Daniel	6/22/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Marshall	Tyler	6/21/2010	REM INDIANA, INC.	
Submitted		Hilliard	Sue	6/21/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Deetz	Travis	6/21/2010	BI-COUNTY SERVICES, INC.	
Submitted		Porter	Henry	6/21/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Hilliard	Sue	6/21/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Maples	Joseph	6/21/2010	MOSAIC INC. OF INDIANA	
Submitted		Mattingly	Bill	6/20/2010	RESCARE DBA COMMUNITY ALTERNATIVES-ADEPT	
Submitted		Cubberley	Rodman	6/19/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Whitt	Billy	6/19/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Welsh	Curtis	6/19/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Jenkins	Kacia	6/19/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	
Submitted		Brown	Steven	6/18/2010	INDIANA PROFESSIONAL MANAGEMENT GROUP	

4. Locate the desired FUR and double-click on the row that contains it. The [DDRS Incident Reporting](#) window displays the IR information and selects the [Follow-Up](#) tab by default. If the desired FUR does not initially appear on the list, you can:
  - a. Click a column header to sort the information by that column. For example, clicking the **Last Name** column header arranges the entire list by last name in ascending order, which might make it easier to locate the FUR you need. Clicking **Last Name** again sorts the list by last name in descending order.
  - b. Redefine the search by selecting **Clear Filters** and then changing one or more of the search parameter fields at the top of the **Follow-Up Search** window. The more information you provide, the more accurately the system can perform the search.
  - c. Click the **Next** and **Back** buttons at the bottom of the **Follow-Up Search** window if your search yields more than 500 Follow-Up reports.

## 6.2 Follow-Up Tab

The **Follow-Up** tab contains [indicators](#) and [controls](#) that you can use to process a FUR that was completed in the [IFUR Tool](#) and has been associated with an IR. The following illustration shows an example of the **Follow-Up** tab:

**Follow-Up**

Linked	SSN	Last Name	First Name	Date Of Incident	IR Number	Possible IR Number
			Sue	6/21/2010		318758
			Sue	6/23/2010	318758	318758

**Follow-Up questions:**  
 ARCHERINC@ARCHERINC.NET  
 Subject: Incident FOLLOW-UP Report REQUIRED  
 Please include the status of her behaviors since this occurred; 'Were any factors/triggers to the behaviors at the hospital noted? Thank You.

Status:  ☐ Pending

Completed By:  
 Date: 06/24/2010 Agency: INDIANA PROFESSIONAL MANAGEMENT GROUP  
 Name: Phone:  
 Title: Case Manager Email:

Link Status:

Follow-Up Description:  
 Sue's housemate was fighting with staff, and Sue joined in and started hitting staff. 911 were called. Sue was handcuffed and taken to Reid hospital, where she was admitted to psychiatric ward for observation.

Systemic Actions:  
 Sue was released from psychiatric unit once she calmed down. Sue has schizophrenia, and she lately has had increases in the psychosis. She has also been dealing with medication changes. There are currently 2 other incidents reports (318744 & 318881) open, both dealing with behavior issues that relate to her schizophrenia. There is a behavior support plan in place that is followed by direct care staff. The next day, Sue was again admitted to the psychiatric ward, because of aggressive and violent behaviors, and continues to be there today. CM and support team will continue to monitor.

The top of the **Follow-Up** tab contains a grid that displays records for FURs that are either:

- [Associated](#) – an associated FUR displays a red minus sign icon in the **Linked** column and an IR number in the **Possible IR Number** column.
- [Linked](#) – a linked FUR displays a green check mark icon in the **Linked** column and the actual number of the IR to which it is linked in the **IR Number** column.

The following illustration shows an example of a record grid that contains an associated FUR record and a linked FUR record:

Linked	SSN	Last Name	First Name	Date Of Incident	IR Number	Possible IR Number
			Sue	6/21/2010		318758
			Sue	6/23/2010	318758	318758

When you click on a FUR record in the grid, the [fields and controls](#) in the lower portion of the **Follow-Up** tab display the details for that FUR.



## 6.2.1 Follow-Up Tab Fields and Controls

The following table describes the fields and window [controls](#) on the **Follow-Up** tab:

Field or Control	Description
<b>Follow-Up questions</b>	This field displays the notes that a user entered into the <a href="#">Follow-Up Questions</a> sub tab on the <a href="#">Narratives</a> tab.
<b>Status</b>	<p>Use this field to change the status of the FUR. By default, the system sets this field to <b>Submitted</b> for an <a href="#">associated</a> FUR. The following valid entries can appear in this field:</p> <ul style="list-style-type: none"> <li>• <b>Submitted</b></li> <li>• <b>Processed</b></li> <li>• <b>Deleted</b></li> </ul> <p><b>Important</b></p> <p>The <b>Status</b> column in the <a href="#">Follow-Up Search</a> window displays the status of the FUR, NOT the status of the IR, which can be different. For example, you might open a FUR in the Submitted status that is associated with an IR in the Closed status.</p>
<b>Pending</b>	<p>Select this check box to mark the FUR as pending, indicating that the FUR has been initially reviewed and requires research by the reviewer (for example, because the FUR is associated with an incorrect IR).</p> <p>This check box is only available for a FUR that is not <a href="#">linked</a> to an IR. When selected, you can manually clear this check box or allow the system to automatically clear it when you link the FUR to an IR.</p>
<b>Link Status</b>	<p>This field indicates whether the selected FUR is linked or not linked to an IR.</p> <p>The buttons in this area of the tab change according to the following conditions:</p> <ul style="list-style-type: none"> <li>• If the FUR is linked, the <b>Link to This IR</b> button is inactive and the <b>Link to Another IR</b> button is active.</li> <li>• If the FUR is not linked, both the <b>Link to This IR</b> and <b>Link to Another IR</b> buttons are active.</li> </ul>
<b>Link to This IR</b>	<p>Select this button to <a href="#">link</a> the FUR to the IR to which it is currently associated.</p> <p><b>Important</b></p> <p>After you link a FUR to an IR, you cannot unlink the FUR.</p>
<b>Link to Another IR</b>	Select this button to link the FUR to a <a href="#">different IR</a> . While you cannot unlink a FUR, you CAN use this button to link the FUR to the correct IR.

Field or Control	Description
<b>Completed By</b>	This section displays pertinent information about the person who completed and submitted the FUR in the IFUR tool.
<b>Follow-Up Description</b>	This field displays the follow-up description notes added by the person who completed and submitted the FUR in the IFUR tool.
<b>Systemic Actions</b>	This field displays the systemic action notes added by the person who completed and submitted the FUR in the IFUR tool.
<b>Edit</b>	Select this button beside either the <b>Follow-Up Description</b> or <b>Systemic Actions</b> field to <a href="#">add note text</a> to the associated field.
<b>Duplicate</b>	Select this button to create one or more duplicates of the selected FUR.

### 6.2.2 Linking a Follow-Up Report to an Incident Report

Use the following steps to link a FUR to an IR:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to link from the [record grid](#), if applicable.
3. Select the [Link to This IR](#) button. The system changes the icon in the **Linked** column of the grid from a red minus sign to a green check mark, and updates the **IR Number** field with the number of the linked IR.
4. Select **Save**.

### 6.2.3 Linking a Follow-Up Report to a Different Incident Report

You can link a FUR to a different IR. For example, you would do this when:

- The FUR is currently not linked, and the system has [associated](#) the FUR with an incorrect IR.
- The FUR was linked to an incorrect IR, and you need to link it to the correct IR.

Use the following steps to link a FUR to a different IR:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to link from the [record grid](#), if applicable.
3. Select the [Link to Another IR](#) button. The system displays the **Incident Search** window and automatically performs an SSN search for Processed or Closed IRs.  
If the current search results do not include the appropriate IR, you can perform another search.
4. Locate and click the appropriate IR.

5. Select the **Link** button at the bottom of the **Incident Search** window. The system displays the selected IR in the **DDRS Incident Reporting** window.
6. (Optional) To verify that the system linked the FUR to the displayed IR, select the **Follow-Up** tab and review the contents of the record grid.

## 6.2.4 Adding Note Text to a Follow-Up Report

Use the following steps to add note text to either the **Follow-Up Description** field or the **Systemic Actions** field:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to modify from the [record grid](#), if applicable.
3. Select the corresponding **Edit** button beside the field to modify. The system displays either the **Expand Description** or **Expand System Actions** window, as applicable. The functionality of each window is identical to the other.

The following illustration shows an example of the **Expand Description** window:

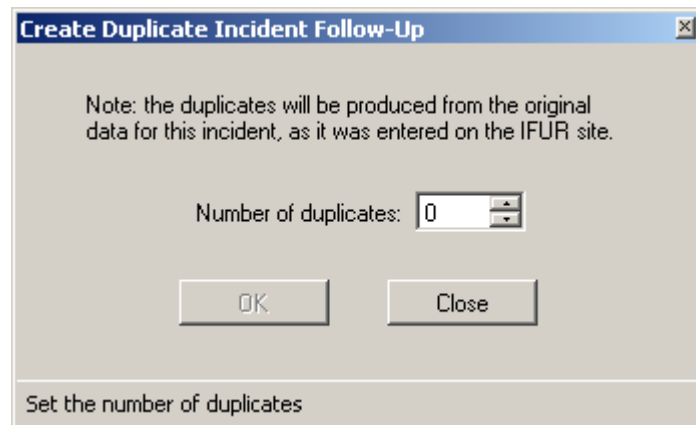
The screenshot shows a window titled "Expand Description". It has a close button in the top right corner. The window is divided into two main sections. The top section is labeled "New text (date stamp is added automatically):" and contains a large, empty text area with a vertical scrollbar on the right. The bottom section is labeled "Existing text:" and contains a text area with the following text: "Sue went to hospital for blood work. She then refused to leave and was sent to ER, where physician examined her. Tests came back normal, and she was released." This section also has a vertical scrollbar. At the bottom right of the window are two buttons: "OK" and "Cancel".

4. Enter the new note text in the **New text** field at the top of the window. You can press **Enter** one or more times to add spacing between lines of text, if necessary.
5. Select **OK**. The window disappears and the new text appears in the appropriate field on the **Follow-Up** tab.
6. Select **Save**.

## 6.2.5 Duplicating a Follow-Up Report

Use the following steps to add note text to either the **Follow-Up Description** field or the **Systemic Actions** field:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to duplicate from the [record grid](#), if applicable.
3. Click the **Duplicate** button in the lower left corner of the **Follow-Up** tab. The **Create Duplicate Incident Follow-Up** window appears, as shown in the following illustration:



4. Enter the number of desired duplicate reports in the **Number of duplicates** field.
5. Click **OK**.
6. The "Duplicates created successfully" message appears at the bottom of the window.
7. Click **Close**.
8. Use the **Follow-Up Search** window to locate and work with the duplicated FURs.

### 6.3 Follow-Up Report Processing Procedures

This section contains detailed procedures that describe the following workflows:

- [Basic Flow](#)
- [FUR Associated with Incorrect IR](#)
- [Follow -Up Process Not Complete](#)

#### Important

Each procedure assumes that you have already logged in to the DART system, accessed the Incident Reporting tool, and opened the desired FUR.

While each procedure roughly mirrors a workflow path in the Follow-Up Report Processing [flow chart](#), this section does NOT attempt to provide a procedure for every conceivable workflow path.

#### 6.3.1 Follow-Up Report Basic Flow Workflow

The procedure described in the following table provides the basic flow steps for processing a FUR:

Step	Action	Result
1	Review the <a href="#">Incident Details</a> and <a href="#">Follow-Up</a> tabs: <ul style="list-style-type: none"> <li>• Is the FUR <a href="#">associated</a> with the correct IR?</li> </ul>	Yes
2	Review the <a href="#">Link Status</a> indicator in the <b>Follow-Up</b> tab: <ul style="list-style-type: none"> <li>• Is the FUR linked?</li> </ul>	No
3	Select <b>Link to This IR</b>	The system links the FUR to the associated IR
4	In the <a href="#">Narratives</a> tab, review the sub tabs and use the <a href="#">Edit</a> buttons to address any Reviewer questions	The system appends the notes to the existing information
5	In the <b>Follow-Up</b> tab: <ul style="list-style-type: none"> <li>- Review the <b>Follow-Up Description</b> and <b>Systemic Actions</b> fields</li> <li>- Use the <b>Edit</b> buttons to <a href="#">add</a> pertinent note text</li> </ul>	The system appends the notes to the existing information

Step	Action	Result
6	In the <a href="#">Coding</a> tab, review and update the IR codes	The system saves the changes and displays a check mark beside each category that contains one or more selected codes
7	Based on the review of the <b>Narratives</b> and <b>Coding</b> tabs, does this IR qualify as a Sentinel event?	No
8	Is the follow-up process complete? In the <b>Incident Details</b> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Follow-Up</a> field to <b>Completed</b></li><li>- Set the <a href="#">ANE</a> field to the appropriate entry</li><li>- Select <b>Save</b></li></ul>	Yes  The system saves the changes and updates the IR
9	Use the <a href="#">Email</a> tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the <b>Email</b> tab
10	On the <b>Incident Details</b> tab: <ul style="list-style-type: none"><li>- Set the <a href="#">Incident Status</a> field to <b>Closed</b></li><li>- Select <b>Save</b></li></ul>	The system saves the changes and closes the IR

### 6.3.2 FUR Associated with Incorrect IR Workflow

The procedure described in the following table provides the steps for processing a FUR that is associated with an incorrect IR:

Step	Action	Result
1	Review the <a href="#">Incident Details</a> and <a href="#">Follow-Up</a> tabs: <ul style="list-style-type: none"> <li>Is the FUR <a href="#">associated</a> with the correct IR?</li> </ul>	No
2	In the <a href="#">Follow-Up</a> tab: <ul style="list-style-type: none"> <li>Select the <a href="#">Pending</a> check box</li> <li>Select <b>Save</b></li> </ul>	By marking the FUR as Pending, you can perform independent research to locate or identify the correct IR
3	Were you able to locate or identify the correct IR? <p><b>Yes</b> – Use the <a href="#">Link to Another IR</a> button to link the FUR to the identified IR, and then proceed to <a href="#">Step 4</a> of the Basic Flow procedure and perform the remaining steps in that table.</p> <p><b>No</b> – Proceed to the next step in this procedure</p>	Conditional results
4	Use the <a href="#">Email</a> tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the <b>Email</b> tab
5	On the <b>Follow-Up</b> tab: <ul style="list-style-type: none"> <li>Set the <b>Status</b> field to <b>Deleted</b></li> <li>Select <b>Save</b></li> </ul>	The system: <ul style="list-style-type: none"> <li>Retains the FUR record on the grid in the <b>Follow-Up</b> tab</li> <li>Removes the FUR record from the Submitted search results list in the <b>Follow-Up Search</b> window</li> </ul>



### 6.3.3 Follow-Up Process Not Complete Workflow

Because this procedure can apply to ANY workflow path that leads the user to the *Is follow-up process complete* decision diamond on the Follow-Up Report Processing [flow chart](#), Step 1 begins at this point on the flow chart.

Step	Action	Result
1	Is the follow-up process complete?	No
2	Is an additional FUR required?	<b>Yes</b> – Proceed to the next step <b>No</b> – Proceed to Step 4
3	Use the <a href="#">Email</a> tab to send the appropriate emails to the designated recipients  Stop	The system sends the email and updates the information on the <b>Email</b> tab  This workflow is complete
4	On the <a href="#">Incident Details</a> tab: - Set the <a href="#">ANE</a> field to the appropriate entry - Select <b>Save</b>	
5	Use the <a href="#">Email</a> tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the <b>Email</b> tab
6	On the <b>Incident Details</b> tab: - Set the <a href="#">Incident Status</a> field to <b>Closed</b> - Select <b>Save</b>	The system saves the changes and closes the IR